

PRODUCT UPDATE



Major Announcement

Raphael X to replace Raphael

We are pleased to announce the release of the new Raphael lift recline chair - the [Raphael X](#).

Key enhancements include:

- Generous wide padded armrests
- Luxurious lateral supporting backrest with adjustment
- Higher armrests for improved upright sitting support
- Additional seat padding and support
- Refreshed colours
- Additional new petite size

All sizes available in three colours - Golden Grain, Marina Grey and Nordic Stone.

Raphael X Quattro – New!

(shown in Golden Grain)



Raphael Quattro – Old

(shown in Bronze)



PRODUCT UPDATES

New Features and Benefits (in more detail)

- Softened springs in large and maxi models for improved comfort
- Higher commercial-grade foams in seating for improved longevity
- Broader rolltop armrests with thicker padding layer for greater support surface
- Lateral support as standard in all backrests, with the classic style available as an option
- Lateral support promotes upright and midline sitting against gravity
- Backrest padding adjustment zones for personalized postural adjustment
- Now in 5 sizes, Petite, Small, Medium, Large and Maxi, providing a more precise fit for a broader range of body shapes and heights

Operational Considerations for Transition to New Models

- New vs old model codes are shown below
- There will be a transition period with both old and new models available in stock
- The faster you can deplete the old models, the faster they will be replaced by new ones
- Please focus on selling old models as a first priority!
- The old model remains cheaper by about 5%
- As old models are depleted from DCs, new models will be utilised to replenish branch Min/Max levels
- For backorders of old models that cannot be fulfilled, the Supply Chain team will assist to notify local teams and offer new models instead
- There may also initially be situations where a new model is not available for some time
- Obviously, this makes it important for all relevant staff to stay close to local stock on hand (via GP or via Mobile Rep) to manage customer expectations proactively in relation to open Quotes, Orders, Backorders and Trials